



Ji2, Inc.

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The Rack System Customer Experience Q&As

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Q: What was your reason for choosing the rack system for your application?

A: A combination of several things; price, speed, ease of use and functionality. We looked at a lot of different vendors and their solutions to our needs. Ji2 and their rack system are the best option for our needs.

Price: Compared to other solutions Ji2 is very competitive with their price per test channel.

Customer Support: On top of that, they offer fantastic technical and customer support at no extra charge. Custom script creation and any issues are usually resolved within 24 hours. Often times within the first hour the request is made. There is tremendous value in having their technical expertise rolled into the price of the Rack System and available to you at any time.

Speed: The Rack Systems run very low level commands, which reduces the overhead of overwriting and erasing hard drives. We benched about a 20% - 30% faster erasure speed than all of the other hard drive erasure equipment that we demoed and tested. Furthermore, each channel is independent of one another, which allows us to swap drives in and out on the fly without the need to cycle the entire machine on and off.

Ease of Use: The Rack Systems are very easy to use. Select the script you wish to run, attach the drive and push a button. This allows us to train our operators very quickly. The Rack System's ease of use means I can pull someone off the street and literally have them erasing hard drives in under 30 minutes of hands-on training. Your Test Operators do not need to have a strong technical background to be able to operate the equipment.

Functionality: Adding additional functionality is a matter of creating a new script, or updating the firmware. We run a wide array of scripts and functions depending on what our customer's needs are. Everything from a standard DoD 3-Pass overwrite, to an ATA Secure Erase with a 5% verify with a password unlock.

Q: How long have you been using the rack system in your application?

A: 6 years.

Q: How many rack systems are you running?

A: We have 3 Rack Systems at one of our facilities. We just placed an order for additional 3 more, with our first rack set to arrive next month. At another facility on the east coast, we operate 4 Rack Systems. We have 3 - 4 each in the EMEA and Asia regions. We also utilize an assortment of other Ji2 / YEC hardware for HDD Erasure and Testing (Kesender, King Kesender Minis, etc).

Q: Have you had any downtime on the machines for service-related issues (not including bad cables)? If so, have they been handled expeditiously and effectively?

A: Yes, the power supply on one of the row's on our Rack System malfunctioned. After contacting Ji2, I had the unit boxed and shipped back to them for repair within the hour. Turnaround was around 2 weeks due to shipping time. They also offered to fly a Tech out to troubleshoot and make the repair on-site.

Q: Do you find that the test/repair functionality on the machine has given you better yields and/or decreased RMA's over past methods?

A: To date this facility has not had a single RMA drive due to defect.

Q: Overall satisfaction with the rack system?

A: Very satisfied. If we were not, we would not have ordered additional Rack Systems to expand our erasure / testing capacity.